

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re U.S. Patent Application of)

HAWKES *et al.*)

Application Number: ^{09/977,494}
~~To be Assigned~~)

Filed Concurrently Herewith)

For: OVERVIEW SUBSYSTEM FOR INFORMATION)
PAGE SERVER)

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Honorable Commissioner for Patents
Washington, D.C. 20231

PRELIMINARY AMENDMENT

Sir:

Prior to an examination on the merits, please amend the above-captioned application as follows:

IN THE CLAIMS:

Please replace the below claim as follows:

7. (Amended.) The network information system according to claim 1, in combination with a contact center having service representatives with endpoint systems capable of being joined to sessions established by the service system, at least one service representative being a said permitted user.

REMARKS

Applicants have amended a claim in order to remove the multiple dependencies contained therein and thereby reduce the basic filing fee. No new matter has been added to the